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ABSTRACT

The Educational Resources Information Center (ERIC) is a federally funded, nationwide network designed to provide ready access to education information. Managed by the Office of Educational Research and Improvement of the Department of Education, ERIC consists of 16 clearinghouses, each devoted to a particular area of education, a number of adjunct clearinghouses, and additional support components. ERIC is the largest education database in the world, with over 850,000 records. This annual report highlights many recent achievements of the ERIC system. These include dramatically improved access due to the availability and use of new technology, as well as an increased number of full-text resources for teachers through ERIC-sponsored electronic libraries. ERIC has expanded its coverage of the educational literature by adding books. The addition of three new adjunct clearinghouses brings the total number of such adjuncts to eight. ERIC has also enhanced and expanded its document reproduction service. Outreach to parents and the public has been increased, and the system has improved its efforts to make its resources known to the public. Eleven exhibits illustrate some ERIC services and advances. (SLD)

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EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

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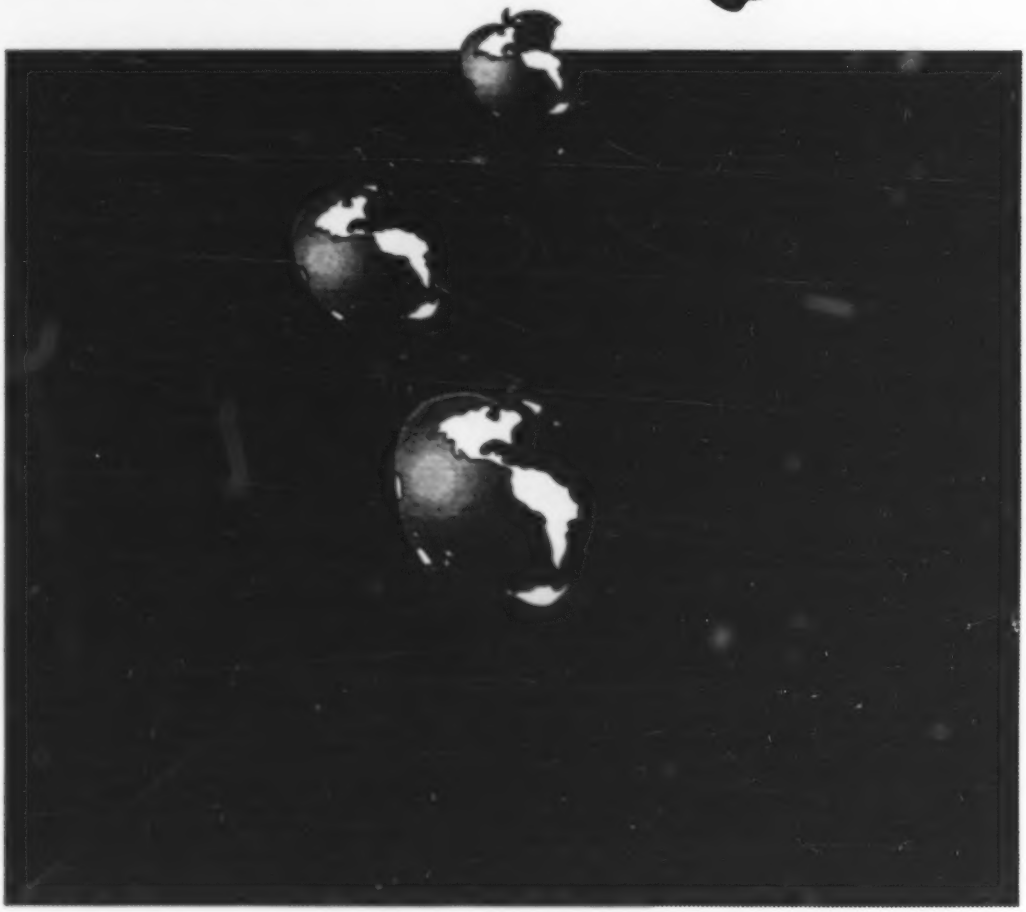
ERIC Annual Report 1994

Summarizing the Recent Accomplishments of the Educational Resources Information Center



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ERIC Annual Report 1994

Summarizing the Recent
Accomplishments of the
Educational Resources Information Center

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The *ERIC Annual Report 1994* was prepared by Lynn Smarte, *Director*, ACCESS ERIC.

Fall 1994

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Foreword

Looking Back, Looking Ahead

More than 20 years after providing the world's first online database, ERIC has again become a recognized leader in using state-of-the-art technology to support teaching and learning. Historically recognized as an online database primarily used by librarians and scholars, ERIC has evolved into a national network of resources and services available "at the desktop" to educators, policymakers, and parents. There are two facets to this evolution: enhancing access to ERIC information and enhancing the information itself.

Enhancing Access. In the last decade, ERIC has expanded from a system that produced one online database to a system that produces a wide variety of online and CD-ROM resources. Online access to ERIC information, previously provided only by costly commercial services, is now available through ERIC components, libraries, universities, and government agencies—often for free. But most important, the advent and increasing availability of advanced telecommunications and electronic storage and retrieval systems—and especially the explosive growth of the Internet—have dramatically expanded the ways in which users can now have low-cost, on-demand access to ERIC information.

These developments, when coupled with other initiatives such as obtaining toll-free 800-numbers and Internet addresses for each ERIC component, establishing ACCESS ERIC as a contact point for new users, and creating an active ERIC Partners program, have resulted in a dramatic upsurge in the use of ERIC resources and in requests for ERIC services over the past 5 years. In 1987, we estimated that the total online usage of the ERIC database amounted to 100,000 hours per year. Now, combining online database use (which has expanded beyond the traditional commercial vendors, such as Dialog, to include services such as America Online and CompuServe) with CD-ROM and Internet use, it is estimated that ERIC resources are being accessed at a rate as much as 10 times greater than that of the mid-1980s.

Despite these impressive gains, we have only begun to realize the potential of a universally accessible National Information Infrastructure, or Information Superhighway. Today, we estimate that perhaps 10 to 15 percent of the nation's 2.5 million teachers are connected to the Internet at their schools (although the National Education Association reports that approximately two-thirds of its members have computers and modems at home); tomorrow, we expect all schools, teachers, and students to have full access to information resources located throughout the world. As a first step towards accommodating this dramatically increased demand for information, ERIC is planning to provide direct, state-of-the-art, user-friendly access to the ERIC database and the AskERIC Virtual Library with technical support and the capability to host hundreds of simultaneous users.

Enhancing the Information. For the first 20 years of its existence, ERIC concentrated on building its bibliographic database, which now contains summaries of

approximately 850,000 documents and journal articles. While the database in many ways is still the cornerstone of ERIC's information network, ERIC has been steadily diversifying its products and services—usually in response to user requests.

Examples of these current and future improvements include:

- The development, by ACCESS ERIC, of a series of reference and referral databases, including annual editions of a *Directory of Education-Related Information Centers*, *Calendar of Education-Related Conferences*, and a *Directory of ERIC Information Service Providers*. ACCESS ERIC also produces *The ERIC Review* journal three times a year, which provides an indepth look at current major trends and issues in education.

- The expansion of the ERIC database to include commercially published books, machine-readable data files, and multimedia products.

- The establishment of AskERIC, which now includes online question-answering services, the AskERIC Virtual Library, an extensive National Parent Information Network, and an active research and development program applying emerging technologies to the dissemination of education information.

- The provision of full-text access to the materials indexed in the ERIC database, beginning with the ERIC Digests Online file. ERIC Digests—short summaries of research and developments in education—are already available in full text on the Internet and in the online and CD-ROM versions of the ERIC database. Beginning in 1995, ERIC will begin providing experimental, full-text, online access to new documents indexed in the database.

- The expansion of ERIC's role in providing Internet access to third-party information, such as the ETS Test Collection database, CNN Newsroom and Discovery Channel materials, PBS's Newton's Apple and Academy One lesson plans, and more.

In identifying and adopting new strategies for providing a full range of education materials and services, we have begun to understand that the next immediate challenge for ERIC is to provide on-demand, free or low-cost, electronic access to a wide variety of materials in many formats (including video, audio, and hypermedia). We have taken the first steps, but much remains to be done.

Fortunately, ERIC will have new allies in meeting these challenges. In March 1994, Congress authorized the establishment of the National Library of Education. ERIC, in conjunction with other key information and technology programs, will be instrumental in the development of the new Library. As it evolves, the Library will become the U.S. Department of Education's one-stop information service where print and online information resources, reference and referral services, and information technology applications will be carefully crafted to meet the needs and demands of educators, students, and parents. Everyone at ERIC looks forward to participating in this venture.

Robert M. Stonehill
Director, ERIC Program
September 13, 1994

1993–94 ERIC Highlights

- Access to ERIC has improved dramatically due to the increasingly wide availability and use of new technology. Anyone interested in education can now reach the ERIC database and other ERIC resources, including some full-text resources, through the Internet or through several commercial electronic networks. Users can contact any ERIC component via a toll-free phone call or an e-mail message, and can use ERIC at more than 1,050 libraries and information centers.

- A wealth of full-text resources for teachers; including lesson plans, test reviews, and a calendar of education-related conferences, are now available through ERIC-sponsored electronic libraries. (See Electronic Communication, pages 13–19.)

- ERIC expanded its coverage of education literature by adding education-related books, including those released by major commercial publishers, to the database. To date, more than 1,100 books have been cataloged and abstracted for the database. (See Database Building, page 27.)

- There are now eight ERIC Adjunct Clearinghouses. The three newest adjuncts were created to increase database coverage in the areas of law-related education, tests, and clinical schools. (See The ERIC System: A Brief Overview, page 9.)

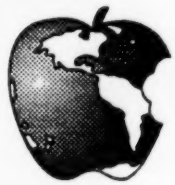
- The ERIC Document Reproduction Service conducted a marketing campaign that increased the number of standing order customers for ERIC microfiche from 906 at the end of 1992 to an all-time high of 942 in 1994. Sales of subject-specific Clearinghouse Collections, which appeal to institutions with smaller budgets, increased 26 percent in the past year.

- ERIC offers more resources than ever before for parents. Outreach to parents now includes the Parents AskERIC question-answering service, the National Parent Information Network, an ongoing series of parent brochures, and more than 200 other publications produced by ERIC Clearinghouses for parents and parent educators, including some in Spanish.

- Recent innovative outreach efforts have included an ERIC Press Kit and a full-page advertisement that appeared in the December 1993 issue of *American Libraries*. (See Outreach and Promotion, page 31.)

The ERIC System: A Brief Overview

The Educational Resources Information Center



The Educational Resources Information Center (ERIC) is a federally funded, nationwide network designed to provide ready access to education information. Managed by the U.S. Department of Education, Office of Educational Research and Improvement (OERI), the ERIC system consists of 16 ERIC Clearinghouses, a number of Adjunct Clearinghouses, and additional support components. (See ERIC at-a-Glance, Exhibit 1, page 11.)

At the heart of ERIC is the largest education database in the world—containing more than 850,000 records of journal articles, research reports, curriculum and teaching guides, conference papers, and books. Each year, approximately 30,000 new records are added to the ERIC database, which is available in many formats at thousands of locations.

ERIC Clearinghouses and Adjunct Clearinghouses

The ERIC Clearinghouses collect, abstract, and index education materials for the ERIC database; respond to requests for information in their subject areas; and produce special publications on current research, programs, and practices. The contracts for all 16 ERIC Clearinghouses were competed during the first 6 months of 1993. As a result, two Clearinghouses relocated and seven changed their names. A list of the ERIC Clearinghouses follows:

Adult, Career, and Vocational Education
Assessment and Evaluation
Community Colleges
Counseling and Student Services
Disabilities and Gifted Education
Educational Management
Elementary and Early Childhood Education
Higher Education
Information & Technology
Languages and Linguistics
Reading, English, and Communication
Rural Education and Small Schools
Science, Mathematics, and Environmental Education
Social Studies/Social Science Education
Teaching and Teacher Education
Urban Education

Adjunct Clearinghouses, at no cost to ERIC, assist ERIC in covering a specialized segment of the literature on education; they perform many of the same

functions as regular clearinghouses, including publishing and conducting user services within their scope of expertise. The three newest Adjunct Clearinghouses are:

- Adjunct ERIC Clearinghouse on Clinical Schools—Funded by the Ford Foundation in partnership with the ERIC Clearinghouse on Teaching and Teacher Education, this Adjunct provides a source of information on clinical schools, professional development schools, professional practice schools, and similar institutions. It also acquires, abstracts, and processes literature on clinical schools for the ERIC database; produces bibliographies, periodic papers, digests, and other material on issues related to clinical schools; and conducts research on clinical schools.

- Adjunct Test Collection Clearinghouse—This Adjunct prepares descriptions of commercially available and noncommercially available tests, checklists, instruments, questionnaires, and other assessment and evaluation tools. The Educational Testing Service entered into a partnership with the ERIC Clearinghouse on Assessment and Evaluation to make these descriptions available to a wider audience.

- Adjunct ERIC Clearinghouse for Law-Related Education—This Adjunct was established as part of a partnership between the ERIC Clearinghouse for Social Studies/Social Science Education and the American Bar Association's Special Committee on Youth Education. It covers all areas of law-related education, including citizenship education, the Constitution, legal issues and the law, and the Bill of Rights.

These three new Adjuncts join the five previously established Adjunct Clearinghouses, which include:

Art Education
Chapter 1 (Compensatory Education)
Consumer Education
ESL Literacy Education
U.S.–Japan Studies

ERIC Support Components

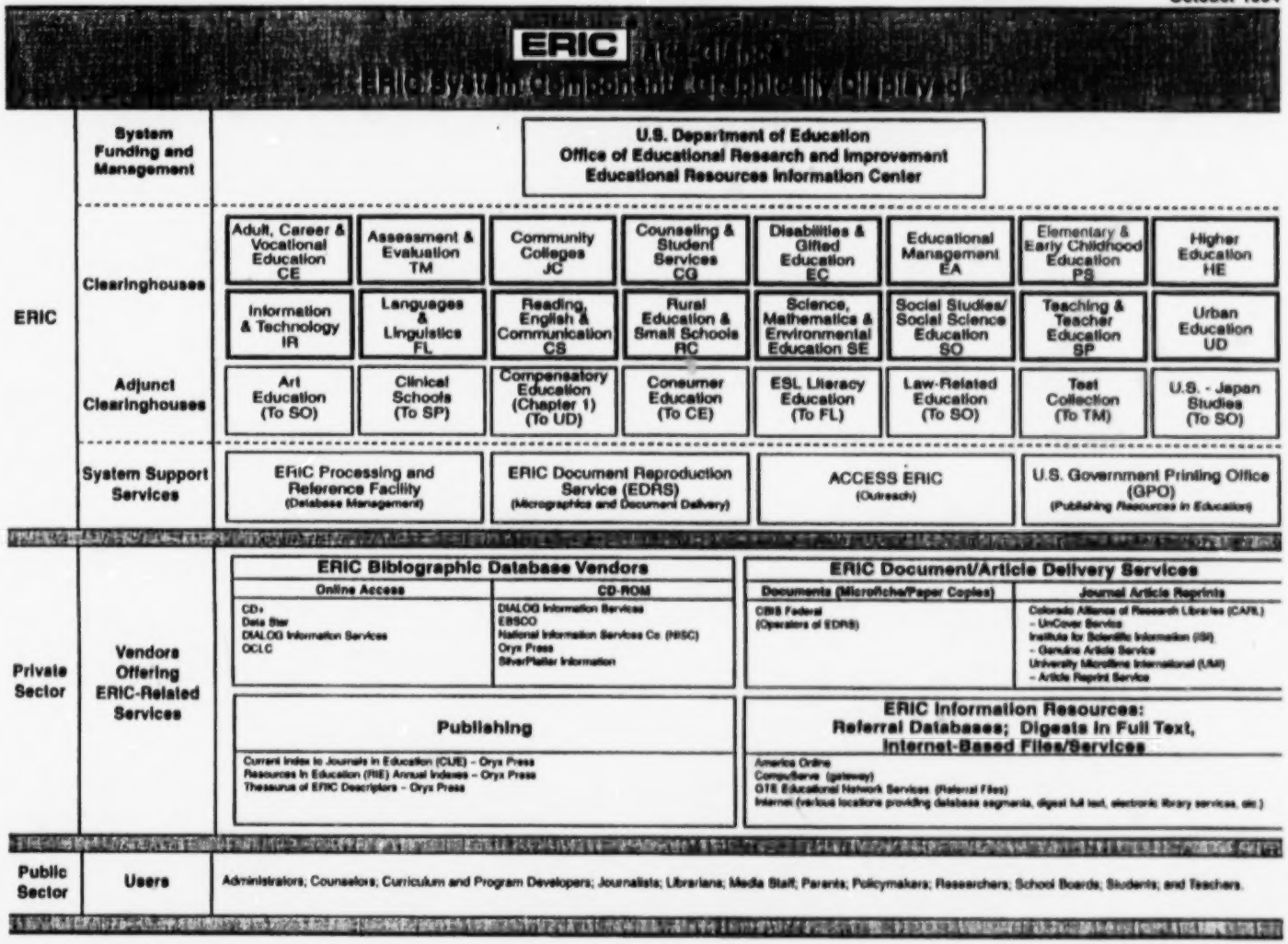
The ERIC Document Reproduction Service (EDRS) produces and sells microfiche and paper copies of documents that are announced in the ERIC database. EDRS also sells individual copies of ERIC documents on demand.

The ERIC Processing and Reference Facility is the technical hub of the ERIC system; it produces and maintains the database and systemwide support products.

ACCESS ERIC coordinates ERIC's outreach, dissemination, and marketing activities; develops systemwide ERIC publications; and provides general reference and referral services.

Exhibit 1

ERIC Ready Reference #19
October 1994


ERIC
System Funding and Management
U.S. Department of Education
Office of Educational Research and Improvement
Educational Resources Information Center
ERIC
Clearinghouses
Adult, Career & Vocational Education CE
Assessment & Evaluation TM
Community Colleges JC
Counseling & Student Services CG
Disabilities & Gifted Education EC
Educational Management EA
Elementary & Early Childhood Education PS
Higher Education HE
Information & Technology IR
Languages & Linguistics FL
Reading, English & Communication CS
Rural Education & Small Schools RC
Science, Mathematics & Environmental Education SE
Social Studies/ Social Science Education SO
Teaching & Teacher Education SP
Urban Education UD
Adjunct Clearinghouses
Art Education (To SO)
Clinical Schools (To SP)
Compensatory Education (Chapter 1) (To UD)
Consumer Education (To CE)
ESL Literacy Education (To FL)
Law-Related Education (To SO)
Test Collection (To TM)
U.S. - Japan Studies (To SO)
System Support Services
ERIC Processing and Reference Facility
(Database Management)
ERIC Document Reproduction Service (EDRS)
(Micrographics and Document Delivery)
ACCESS ERIC
(Outreach)
U.S. Government Printing Office (GPO)
(Publishing Resources in Education)
Private Sector
Vendors Offering ERIC-Related Services
ERIC Bibliographic Database Vendors
Online Access
CD+
Data Star
DIALOG Information Services
OCLC
CD-ROM
DIALOG Information Services
EBSCO
National Information Services Co. (NISC)
Oryx Press
SilverPlatter Information
ERIC Document/Article Delivery Services
Documents (Microfiche/Paper Copies)
CBIS Federal
(Operators of EDRS)
Journal Article Reprints
Colorado Alliance of Research Libraries (CARL)
- UnCover Service
Institute for Scientific Information (ISI)
- Genuine Article Service
University Microfilms International (UMI)
- Article Reprint Service
Publishing
Current Index to Journals in Education (CIJE) - Oryx Press
Resources in Education (RIE) Annual Indexes - Oryx Press
Thesaurus of ERIC Descriptors - Oryx Press
ERIC Information Resources:
Referral Databases; Digests in Full Text, Internet-Based Files/Services
America Online
CompuServe (gateway)
GTE Educational Network Services (Referral Files)
Internet (various locations providing database segments, digest full text, electronic library services, etc.)
Public Sector
Users
Administrators; Counselors; Curriculum and Program Developers; Journalists; Librarians; Media Staff; Parents; Policymakers; Researchers; School Boards; Students; and Teachers.

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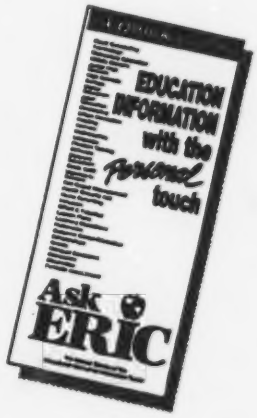
Electronic Communication

AskERIC on the Internet

In 1992, the ERIC Clearinghouse on Information & Technology began operating AskERIC, a prototype Internet-based electronic question-answering, help, and referral service. The question-answering service allows users to "AskERIC" their questions about learning, teaching, information technology, or education administration by sending an e-mail question to askeric@ericir.syr.edu. Drawing on the extensive resources of the ERIC system and an indepth knowledge of all of the education resources available on the Internet, AskERIC information specialists respond to queries with an e-mail answer within 48 hours. ERIC Clearinghouses provide additional information in their specialty areas when needed.

Another service of AskERIC is the AskERIC Virtual Library, an electronic collection of education resources including more than 600 lesson plans, print and video materials, research summaries, answers to frequently asked questions, and discussion groups for practicing educators and librarians. The Virtual Library also provides access to ERIC Digests and to more than 70 InfoGuides on topics such as chemistry for kids, children's literature, and multicultural education. Each InfoGuide includes a description of the topic covered, a list of approximately 10 citations from an ERIC database search of the topic, descriptions of relevant Internet listservs, and information on other related Internet resources.



AskERIC's information base and user base continue to grow. Originally targeted for teachers, library media specialists, and administrators in K–12 settings, AskERIC now serves all individuals interested in education issues. During the first week of the AskERIC Virtual Library's existence (in February 1993), there were 300 user connections to the AskERIC gopher. Currently, an average of 11,000 people are accessing the Library each week. The total number of AskERIC gopher transactions for 1994, including searches within the menus of the Library, will exceed 1 million.

In 1993, the ERIC Clearinghouse on Elementary and Early Childhood Education began collaborating with the ERIC Clearinghouse on Information & Technology on the Parents AskERIC project. This service provides information to parents, early childhood educators, child care givers, and others interested in the growth, development, and care of children through adolescence. By mid-1994, Parents AskERIC was receiving and responding to more than 50 queries each week.

Recent accomplishments for AskERIC include:

- Extensive collaboration with state and regional networks and other Internet service providers. State education networks in New York, Texas, California, Massachusetts, Florida, North Dakota, Minnesota, Nebraska, Idaho, and Connecticut are among the networks that feature easy access to AskERIC.

AskERIC was a finalist for the 1994 Computerworld Smithsonian Award in the category of education and academia. This award program recognizes innovative applications of information technology that are outstanding contributions to society.

- Expansion of the question-answering service. AskERIC now answers questions from 250 to 350 people each week.

- Expansion of the AskERIC Virtual Library. Lesson plans and full-text resources from producers such as the Cable News Network (CNN) and the Discovery Channel have been added and are now available. In addition, the Virtual Library gopher site was fully restructured for easier access.

- Development and implementation of a Mosaic/World-Wide Web front-end and server that enables users to access the Virtual Library in multimedia and hypercard. Plans for this server include creating fully formatted and linked InfoGuides that will allow users to link directly to other resources on the Internet.

- Creation of a distributed system of AskERIC question-answering services. Users send queries to a centralized AskERIC e-mail address, and the queries are distributed to network information specialists—mostly at ERIC Clearinghouses—who respond to them. This distributed system will allow AskERIC to meet the future demands of users numbering in the millions.

AskERIC services have received national recognition and praise from individual users. In 1994, AskERIC was a finalist for the *Computerworld* Smithsonian Award in the category of education and academia. Users often send e-mail thank you messages expressing their appreciation for the information provided, the quick response, and the personalized service provided by AskERIC's information specialists.

Other ERIC Gopher Sites

In late 1993, the ERIC Clearinghouse on Assessment and Evaluation followed the lead of the ERIC Clearinghouse on Information & Technology and became the second clearinghouse to establish an Internet gopher site. By the end of the year, more than 1,500 users were accessing the Clearinghouse's gopher site weekly. Materials from more than 60 organizations are now posted at this gopher site. One of the more popular services offered is the Test Locator Service. A collaboration of the ERIC Clearinghouse on Assessment and Evaluation, the Educational Testing Service (ETS), the Buros Institute of Mental Measurements, and Pro-Ed, the service helps users gather relevant tests from a database of more than 10,000 test descriptions, identifies where reviews of the tests can be found, and provides advice on how best to select and evaluate the tests. This gopher site also features a comprehensive collection of pointers directing users to various Internet locations for searching the ERIC database and ERIC Digests Online. Users are expected to log onto this site more than 60,000 times by the end of 1994—executing more than 300,000 transactions.

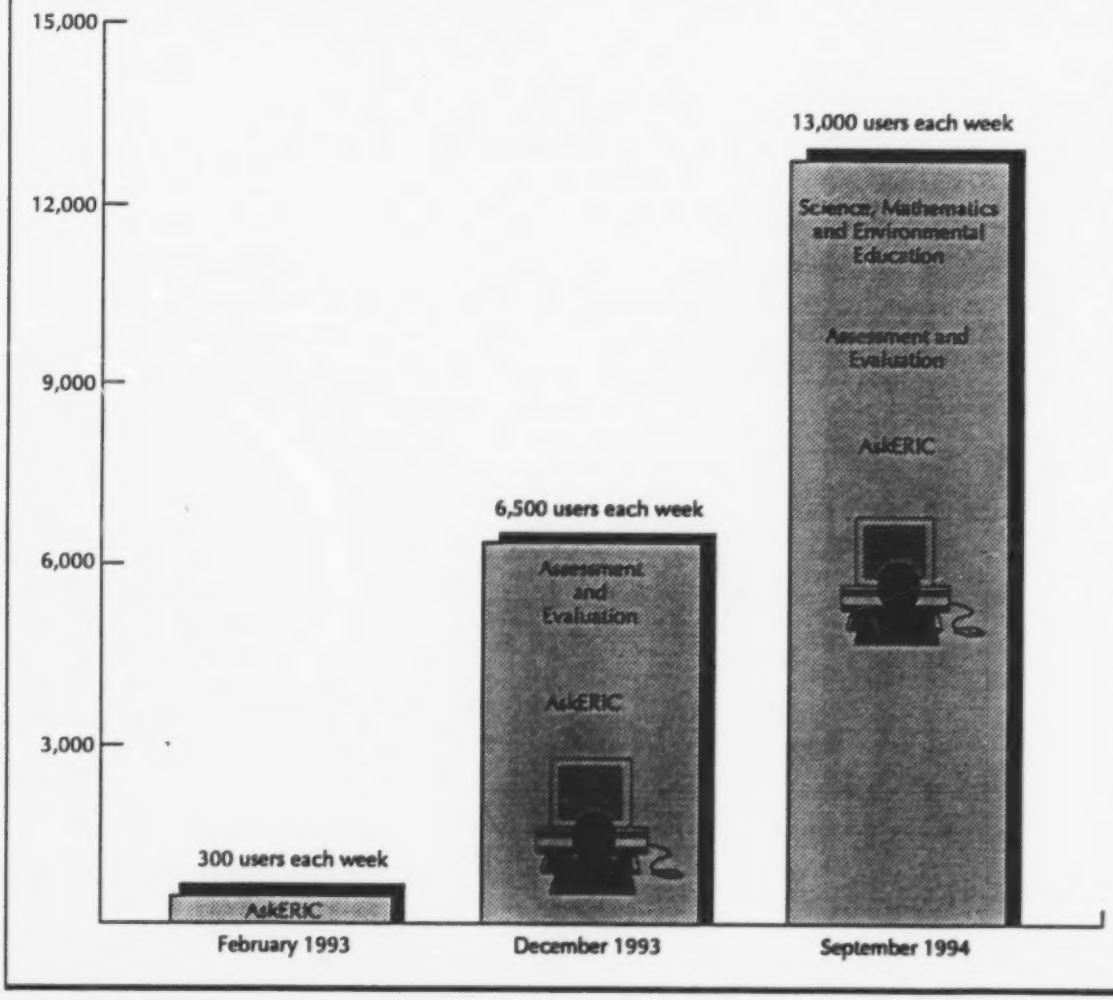
The ERIC Clearinghouse on Science, Mathematics, and Environmental Education operates a gopher site at The Ohio State University. Users log in approximately 500 times each week to view and download Clearinghouse publications, a list of journals covered by the Clearinghouse, and suggestions for other Internet resources of interest to the science, mathematics, and environmental education communities.

The ERIC Clearinghouse on Reading, English, and Communication also has a gopher site and a World-Wide Web site for Digests and other full-text publications from the Clearinghouse.

The level of interest in ERIC electronic resources continues to grow. One way to measure use of ERIC-sponsored gopher sites is by monitoring the number of "root logins" or visits by individuals to these electronic libraries. Exhibit 2 shows the number of logins to ERIC gophers starting in February 1993 with the establishment of the AskERIC gopher site.

Exhibit 2

User Logins to ERIC Internet Gopher Sites



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National Parent Information Network

The National Parent Information Network (NPIN) is an extensive electronic information service for parents, parent educators, and others working in collaboration with families. It is being developed by the ERIC Clearinghouses on Elementary and Early Childhood Education and on Urban Education, in partnership with the National Urban League, several local housing projects, the Illinois Parent Initiative, and Prairienet (the East Central Illinois Freenet).

NPIN offers a continually expanding collection of parent-oriented materials from a variety of sources, including the National PTA, the National Urban League, and the Center for Early Adolescence, as well as ERIC. Short articles are available on topics such as child rearing and child development; immunization schedules, nutrition, and other general health concerns; behavior problems; disabilities; working with children's teachers; and home activities related to math, science, and reading. A question-answering service is being developed that will link parents and parent educators to subject experts in professional associations, ERIC Clearinghouses, and government agencies.

Already available to anyone with an Internet connection, in the near future NPIN will also be accessible through parent centers, public libraries, schools, health clinics, and social service agencies. Thanks to a major equipment grant from Apple Computer, Inc., NPIN will soon be housed on a World-Wide Web server on the Internet that is specifically devoted to child development, care, and education and the parenting of children from birth through adolescence.

Listservs

A listserv is an electronic discussion group on the Internet. Most ERIC Clearinghouses are both members of, and actively monitor, one or more of the listservs that share their area of focus. For example, the ERIC Clearinghouse on Disabilities and Gifted Education participates in the SPEDtalk (special education) and TAG-L (talented and gifted) listservs; the ERIC Clearinghouse on Adult, Career, and Vocational Education monitors the VOCNET (vocational education) and AEDNET (adult education) listservs; the ERIC Clearinghouse for Community Colleges participates in the COMMCOLL (community colleges) listserv operated by the University of Kentucky; and the Adjunct Clearinghouse on ESL Literacy Education is active on TESLIT-L (ESL education) and the National Literacy Alliance's public policy listserv.

Several ERIC Clearinghouses have recently started or are currently administering listservs in their topic areas.

- The ERIC Clearinghouse on Educational Management, with technical assistance from the ERIC Clearinghouse on Information & Technology, launched K12ADMIN, a listserv for administrators and individuals with an interest in school administration. Principals, school board members, and teachers are among those joining the listserv and conversing electronically. Usage has increased

rapidly, at the rate of about 24 new subscribers each week. By the end of 1993, about 450 people were registered subscribers to K12ADMIN.

- The Director of the ERIC Clearinghouse on Information & Technology, Mike Eisenberg, co-coordinates LM_NET, the listserv for school library and media specialists. This discussion group now boasts more than 2,300 members and offers unique services such as a formal mentoring program; searchable archives, which are located at AskERIC; monitoring of other relevant listservs; and a regularly updated member directory.

- The ERIC Clearinghouse on Elementary and Early Childhood Education maintains three public, unmoderated listservs on the Internet: ECENET on early childhood education, MIDDLE-L on middle level education, and REGGIO-L on the Reggio Emilia education philosophy. MIDDLE-L is a joint effort of the Clearinghouse and the Center for Early Adolescence at the University of North Carolina at Chapel Hill. REGGIO-L, cosponsored by the Merrill Palmer Institute at Wayne State University in Michigan, provides a forum for discussions of the internationally acclaimed municipal early childhood program in Reggio Emilia, Italy. All of these listservs facilitate communication in their respective areas of education, with each having between 350 and 400 subscribers.

The AskERIC Virtual Library provides its users with access to a number of education-related listservs, which are archived on the gopher site. This service enables users to browse through the communication on several listservs without having to become members. Exhibit 3 shows listservs currently archived on the AskERIC Virtual Library.

Exhibit 3

Listservs Archived on the AskERIC Virtual Library

Name	Subject
ECENET-L@VMD.CSO.UIUC.EDU	early childhood education
EDNET@nic.umas.edu	educational potential of the Internet
EDPOLYAN@ASUVM.IRE.ASU.EDU	education policy
EDTECH@MSU.BITNET	educational technology
K12ADMIN@suvm.syr.edu	K–12 educational administration
KIDSPHERE-request@vms.cis.pitt.edu	global network for K–12 children and teachers (formerly Kidsnet)
LM_NET@suvm.syr.edu	school library and media services
MIDDLE-L@VMD.CSO.UIUC.EDU	middle school education
REGGIO-L@VMD.CSO.UIUC.EDU	Reggio Emilia philosophy of early childhood education
SUPERK12@suvm.syr.edu	supercomputing implementation and utilization in the K–12 environment

Commercial Networks

ACCESS ERIC coordinates with a number of commercial online services to offer ERIC information to commercial network subscribers. Services such as America Online, CompuServe, GTE Educational Network Services (GTE–ES), and America Tomorrow give ERIC the opportunity to reach millions of current and potential users.

From the beginning of 1993 to the middle of 1994, America Online and CompuServe users downloaded 20,724 copies of ERIC materials.

The AskERIC Online section of America Online is the most frequently accessed of ERIC's commercial bulletin boards. America Online users have access to ERIC Digests Online, searchable ERIC Reference and Referral Databases, an ERIC library of downloadable files and popular ERIC bibliographies, informational brochures, responses to frequently asked questions, and a message board. To date, America Online users have posted more than 1,000 messages and downloaded more than 18,000 ERIC files through AskERIC Online. ACCESS ERIC information specialists respond to more than 75 queries each week from America Online users.

ACCESS ERIC staff upload brochures, EDRS bibliographies of popular topics, and lead articles from *The ERIC Review* for CompuServe users. In addition, staff update the *ERIC Directory of Education-Related Information Centers*, *ERIC Calendar of Education-Related Conferences*, and *Directory of ERIC Information Service Providers* quarterly on GTE–ES. Both ACCESS ERIC and the ERIC Clearinghouse on Elementary and Early Childhood Education contribute material to the America Tomorrow (ATLIS) network.

Commercial networks such as America Online and GTE–ES are enhancing their services by providing users with Internet access, which allows them to provide the whole array of Internet-based ERIC services.

Other ERIC Electronic Activities

The ERIC system's electronic activity reaches well beyond AskERIC services and gophers. For example,

- Beginning in July 1993, the ERIC Clearinghouse on Rural Education and Small Schools began collaborating with the Southeast Regional Vision for Education (SERVE) on ERIC/CRESS Online, a toll-free bulletin board service featuring Clearinghouse products. This special project is the result of an in-kind contribution from the Appalachia Educational Laboratory, the Clearinghouse's host.

- ACCESS ERIC is also collaborating with SERVE to provide information to the users of SERVE-Line, a toll-free online bulletin board service available to educators throughout the southeastern United States. SERVE-Line staff send quarterly reports listing their most frequently requested topics (FRTs) to ACCESS ERIC; ACCESS ERIC responds by providing SERVE-Line staff with ERIC Digests and referrals to other information sources. Since this service

began, FRTs on 38 topics have been compiled by ACCESS ERIC, and 920 copies have been downloaded by SERVE-Line users.

- During 1993, the ERIC Clearinghouse on Adult, Career, and Vocational Education expanded its use of the Internet as an outreach tool. The Clearinghouse advertised its free products on several electronic networks, including AEDNET, an adult education listserv; UNIVOC and VOCNET, two vocational education listservs; and Youthwire, a listserv for the employment and training community. A general acquisitions request for materials was also posted on AEDNET. The Clearinghouse developed an electronic version of the ERIC Reproduction Release Form and transmits it on request. In addition, copies of the Clearinghouse's free products are available over the Internet. Several individuals and groups have requested that items be sent electronically rather than on paper.

- The ERIC Clearinghouse on Languages and Linguistics has also expanded its use of the Internet for acquisitions. Although authors must still send in their documents by mail with a signed release form attached, it is now possible to conduct most business with contributors—soliciting, responding to questions, and sending reproduction releases—over the Internet.

- The ERIC Clearinghouse on Urban Education has maintained two bulletin boards on the GTE and Handsnet electronic networks. GTE reaches educators throughout the nation, and Handsnet is a national network for community agencies.

- The ERIC Document Reproduction Service (EDRS) disseminates annotated bibliographies of ERIC documents over electronic networks. The bibliographies provide users with lists of resources in 12 "hot topic" subject areas in education. Networks that now carry EDRS bibliographies include AskERIC, America Online, CompuServe, INet, DoDDS overseas network, and SpecialNet.

- The ERIC Clearinghouse on Disabilities and Gifted Education offers all of its current Digests and its product list on the AskERIC Virtual Library. The Clearinghouse also maintains a staff developers' bulletin board on SpecialNet and offers free information packets online.

- The ERIC Clearinghouse on Community Colleges makes abstracts of documents that are currently in progress, as well as Digests and topical bibliographies, available through the Cerritos College gopher.

ERIC's electronic activities increased dramatically in the past year. All components—and most individual staff members—have now acquired Internet addresses. Internet-based e-mail has, in many cases, replaced written correspondence and telephone contact as a means of internal communication. Internet-based file transfer is now used to transmit bibliographic data from the dispersed ERIC Clearinghouses to the ERIC Processing and Reference Facility for editorial and database-building purposes. ERIC's sponsoring agency, the Office of Educational Research and Improvement (OERI), now operates two Internet servers (Gopher and World-Wide Web) that provide public access to education research and statistics, and to information about the U.S. Department of Education and its programs.

Publications and Products

Clearinghouse Publications

ERIC Clearinghouses and components distribute more than 1.5 million copies of free or low-cost publications each year.

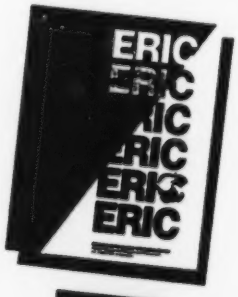
The ERIC Clearinghouses analyze and synthesize the literature within their areas of expertise and create research reviews, bibliographies, state-of-the-art studies, interpretive studies of high-interest topics, digests, and other publications designed to meet the information needs of a wide spectrum of ERIC users. For as long as supplies last, original copies of these publications are available from the producing clearinghouse. In addition, the documents are entered into the ERIC database, are contained in all ERIC microfiche collections, and may be ordered in microfiche or paper copy from the ERIC Document Reproduction Service (EDRS).

Each year, the clearinghouses produce approximately 250 publications; Exhibit 4 (page 24) highlights the clearinghouses' 1993 bestsellers.

Systemwide Publications

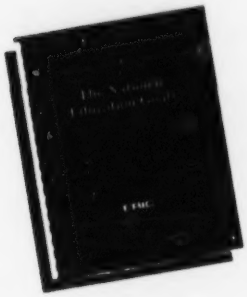
ACCESS ERIC Publications

ACCESS ERIC produces a wide array of brochures, newsletters, booklets, and indexes that introduce individuals and organizations to the resources of the ERIC system and assist them in their search for relevant education information.



- ***All About ERIC.*** In 1994, ACCESS ERIC introduced an extensive revision of the systemwide brochure, *All About ERIC*. The new *All About ERIC* is presented in the following four sections: a basic introduction to using the ERIC system; an ERIC system directory of addresses and phone numbers; a section on how libraries and resource centers can provide access to ERIC for their patrons; and an appendix of worksheets, forms, and additional references. This booklet is available free from ACCESS ERIC or any clearinghouse.

- ***A Pocket Guide to ERIC.*** A new *Pocket Guide* was also designed by ACCESS ERIC in 1994. This free, handy reference brochure briefly describes the ERIC system and its services and products. *A Pocket Guide to ERIC* also includes addresses, phone numbers, and e-mail addresses for all of the ERIC system components and database vendors. Bulk quantities of the brochure are available for classroom, seminar, or conference use from ACCESS ERIC.

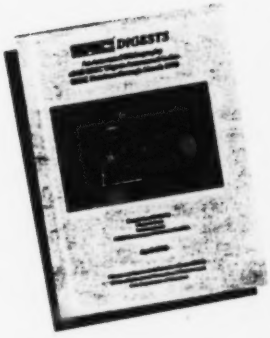


● ***Striving for Excellence: The National Education Goals, Volume II.*** To further assist educators in understanding the National Education Goals and some of the strategies for reaching them, ACCESS ERIC published a second volume in the *Striving for Excellence: The National Education Goals* series. Volume II contains an introduction on "Understanding the National Goals," and 39 separate ERIC Digests, written by the ERIC Clearinghouses, that describe issues, exemplary programs and promising practices, and research results related to the Goals.

● ***The ERIC Review.*** This free journal covers critical trends and issues in education, in addition to new ERIC developments. The topical issues are distributed to 17,000 subscribers, as well as to targeted audiences interested in each issue's particular theme. Copies are also distributed at conferences, shipped in bulk for training purposes, and mailed to individuals and groups requesting copies. Recent issues have covered performance-based assessment and K–12 computer networking. Forthcoming issues will focus on systemic education reform, professional development, and updated information on K–12 computer networking. Topics scheduled for 1995 include school-to-work transition, inclusive schools, and integrated school services.

ACCESS ERIC also produces four reference and referral publications: *A Catalog of ERIC Clearinghouse Publications*; the *Directory of ERIC Information Service Providers*; the *Directory of Education-Related Information Centers*; and the *ERIC Calendar of Education-Related Conferences*.

ERIC Processing and Reference Facility Publications



The ERIC Processing and Reference Facility is the technical hub of the ERIC system; the Facility produces and maintains the database, in addition to systemwide support products such as processing manuals, bibliographies, indexes, directories, and ready references.

Recent Facility publications include *ERIC Digests: An Annotated Bibliography of All ERIC Digests Announced in the ERIC Database through March 1993*, *ERIC Clearinghouse Publications 1993*, *The Educational Resources Information Center (ERIC): An Annotated Bibliography of Documents and Journal Articles About ERIC*, and *ERIC Acquisitions Arrangements*.

ERIC Ready References are brief handouts—usually one page—on database-related information such as ERIC component names, addresses, and telephone numbers; document types in the database; microfiche and document prices; accession number ranges by year; and digest titles. New ERIC Ready References are created regularly in response to user suggestions. All ready references can be obtained free of charge from the ERIC Facility. A complete list of ready references appears in Exhibit 5 on page 25.

ERIC Documents

There are currently more than 350,000 documents abstracted and indexed in the ERIC database, and 95 percent of these documents can be ordered in microfiche or paper copy from EDRS. Education-related documents covered by and available through ERIC include research reports, conference papers, program descriptions, teaching guides, evaluative reports, and tests. Exhibit 6 (page 26) lists the top 15 documents ordered in paper copy from EDRS in 1993.

Exhibit 4

The ERIC Clearinghouses' 1993 Bestsellers

Adult, Career, and Vocational Education: *Adult Literacy Education: Current and Future Directions. An Update* (ED 354 391)

Art Education: *Lessons About Art in History and History in Art* (ED 348 297)

Assessment and Evaluation: *Understanding Achievement Tests: A Guide for School Administrators* (ED 314 426)

Clinical Schools: *Professional Development Schools: A Directory of Projects in the United States* (ED 353 258)

Community Colleges: *Critical Thinking: Educational Imperative* (ED 342 453)

Consumer Education: *Consumer Education for High School Students: Trends and Issues Alerts* (ED 363 701)

Counseling and Student Services: *Learning Styles Counseling* (ED 333 308); *Helping Children Cope with Fears and Stress* (ED 348 625)

Disabilities and Gifted Education: *Language Minority Students* (ED 339 171); *College Planning for Gifted Students* (ED 307 768)

Educational Management: *Roadmap to Restructuring: Policies, Practices, and the Emerging Visions of Schooling* (ED 359 593)

Elementary and Early Childhood Education: *The Teacher's Role in the Social Development of Young Children* (ED 331 642)

ESL Literacy Education: *Making Meaning, Making Change: Participatory Curriculum Development for Adult ESL Literacy* (ED 356 688)

Higher Education: *Quality: Transforming Postsecondary Education* (ED 351 922)

Information & Technology: *Libraries for the National Education Goals* (ED 345 752)

Languages and Linguistics: *Cooperative Learning: A Response to Linguistic and Cultural Diversity* (ED 355 813)

Reading, English, and Communication: *101 Ideas to Help Your Child Learn to Read and Write* (ED 314 737)

Rural Education and Small Schools: *Native Education Directory* (ED 359 014)

Science, Mathematics, and Environmental Education: *Teaching Elementary Science With Toys* (ED 359 053)

Social Studies/Social Science Education: *Resources for Teachers on the Bill of Rights* (ED 329 489)

Teaching and Teacher Education: *Healthy from the Start: New Perspectives on Childhood Fitness* (ED 352 357)

Urban Education: *Joining Youth Needs and Program Services* (ED 355 306)

U.S.–Japan Studies: *Resources for Teaching About Japan* (ED 360 245)

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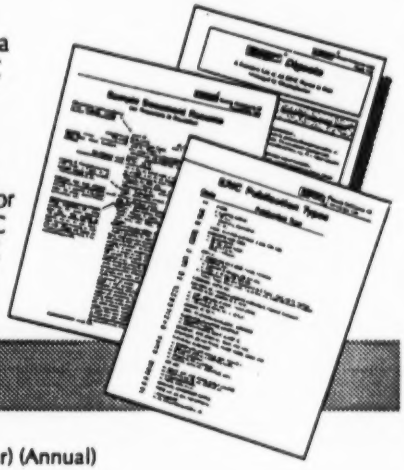
Exhibit 5

ERIC Ready References

The ERIC Processing and Reference Facility has regularly produced a series of "ERIC Ready References" designed to provide a maximum amount of information on a single, well-defined ERIC database-related topic. While most are intended to be a single-page quick reference sheet, some have expanded to several pages, (i.e., list of ERIC Digests 10A/B), as the information displayed has expanded. ERIC Ready References are useful attachments with reference responses to public inquiries. New ideas for Ready References are solicited and are regularly evaluated. ERIC Ready References may be obtained free of charge from the ERIC Facility. The Ready References issued to date are listed below:



ERIC Ready Reference Number	Title
1	ERIC Accession Number Ranges (by year) (Annual)
2	ERIC Publication Types (Total List of Available Types)
3	Sample Resumes (RIE and CIJE)
4	How to Use the Thesaurus of ERIC Descriptors for an Effective ERIC Search
5	ERIC Price Codes (Used with ERIC document citations)
6	ERIC Clearinghouses (and other network components)(Addresses, telephone numbers and brief scope notes)
7	ERIC Fact Sheet (Annual)
8	Target Audience (Data field added in 1984)
9	ERIC Digests (What they are and how to get them)
10A&8	ERIC Digests A - (A Complete list of All ERIC Digests to Date, Arranged by Title) B - (A Complete list of All ERIC Digests to Date, Arranged by Clearinghouse)
11	ERIC Microfiche Statistics (1966 to date) (Annual)
12	ERIC Telephone Directory
13	ERIC Search Aids (Annotated List)
14	Document Delivery (ED and EJ) (How to get ERIC Documents and Journal Articles)
15	The Costs of Becoming an ERIC Information Service Provider (Three Levels)
16	What Kinds of Documents are in the ERIC Database (RIE)? (A Ranked List)
17A&8	Journals Currently Covered by CIJE A - (Arranged by Title) B - (Arranged by Clearinghouse)
18	Field Labels/Tags in Use by Online and CD-ROM System Vendors for the ERIC Database
19	ERIC-at-a-Glance: ERIC System Components Graphically Displayed

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Exhibit 6

The Top 15 ERIC Documents Ordered From EDRS in 1993 (Paper Copies)

Title	ED Number	Clearinghouse
Methodologies of Reading and Writing in Kindergarten.	ED302834	Reading, English, and Communication
Protecting Youth from Alcohol and Substance Abuse. What Can We Do?	ED314232	Rural Education and Small Schools
Teachers, Tools & Techniques. A Handbook for Adult Basic Education and GED Instruction.	ED348502	Adult, Career, and Vocational Education
Healthy Children 2000: National Health Promotion and Disease Prevention Objectives Related to Mothers, Infants, Children, Adolescents, and Youth.	ED345870	Elementary and Early Childhood Education
Excellence in Early Childhood Education: Defining Next Decade Strategies. Policy Perspectives Series.	ED318580	Elementary and Early Childhood Education
President's Task Force on the Value of the Information Professional.	ED287486	Information & Technology
Torrance Verbal and Figural Tests: Measuring General Creative Thinking Processes.	ED304466	Assessment and Evaluation
Strategies for Full Inclusion. Project Report Number 89–4.	ED338638	Assessment and Evaluation
Strategic Planning and Organizational Change: Implications for Institutional Researchers. AIR 1992 Annual Forum paper.	ED349889	Higher Education
Contract Grading in Speech Communication Courses.	ED157112	Reading, English, and Communication
A Blueprint for Change: A Puerto Rican Agenda for the 1990's.	ED334321	Urban Education
What Teachers Want To Know About Portfolio Assessment.	ED336728	Reading, English, and Communication
Strategies and Consequences. Managing the Costs in Higher Education. ASHE-ERIC Higher Education Report No. 8.	ED347921	Higher Education
The Scarborough K–8 Non-Graded Model.	ED333984	Elementary and Early Childhood Education
Serving the Nation's Students With Disabilities: Progress and Prospects. A Report to the President and the Congress of the United States.	ED355694	Disabilities and Gifted Education

Database Building

Database Size and Growth

The ERIC database consists of two files: *Resources in Education* (*RIE*) and *Current Index to Journals in Education* (*CIJE*). ERIC Document (ED) records are announced in *RIE*, while ERIC Journal (EJ) records are announced in *CIJE*. Overall, the ERIC database contains 353,419 ED records and 468,113 EJ records—a total of 821,532 bibliographic records as of December 1993 (see Exhibit 7). Each year, approximately 13,000 document records and 18,000 article records are added to the database, which equals a total of 31,000 new records annually.

Books in ERIC

In early 1993, a policy decision was reached that ERIC should begin to index and abstract education-related books. This literature had not been covered previously because it was copyrighted, could not be included in the ERIC microfiche collection, and was already being indexed and cataloged through conventional library mechanisms. This policy change was made as a service to ERIC database users, who expect an education literature search to include books and who value the detailed level of indexing provided by ERIC.

Out of 25,000 documents evaluated annually for possible addition to the ERIC database, approximately 13,000 are added. This is an acceptance rate of 52 percent.

During 1993, as a result of the new policy, nearly 500 books were cataloged for the ERIC database; in 1994, as many as 1,000 books may be indexed. The publisher's address (or other source of availability) and the book's price are always included in the ERIC resume. When running a search of the ERIC database, books can be identified by the Publication Type code 010.

ERIC Digests Online

In the 1980s, ERIC began experimenting with providing full-text access to selected materials. The first full-text documents included in the ERIC database were ERIC Digests—short syntheses of current topics in education—that were produced by the ERIC Clearinghouses. A magnetic tape of the ERIC Digests Online (EDO) file is produced by the

Exhibit 7

Total Number of Records in *RIE* and *CIJE*

File	Number of Records 1966–1992	1993	Total
Resources in Education (RIE) ED Records, 1966–	341,419	12,000	353,419
Current Index to Journals in Education (CIJE) EJ Records, 1969–	449,542	18,571	468,113
Total ED and EJ Records	790,961	30,571	821,532

ERIC Processing and Reference Facility, and users are able to search, read, and download these Digests through online database vendors, CD-ROM, and the Internet.

More than 1,200 ERIC Digests are currently in the EDO file, and information in Digest format is extremely popular with users. In order to increase the number and variety of full-text synthesis materials in the ERIC database, OERI recently funded the EDO Expansion Project to identify and process similar materials being produced by organizations outside of the ERIC system.

In the first year of the EDO Expansion Project, 116 documents were identified as potential candidates for the file, and 36 were added to the tapes. Materials have come from programs funded by the U.S. Department of Education (e.g., National Research and Development Centers, Regional Educational Laboratories), education associations (e.g., National Association of Secondary School Principals, League for Innovation in the Community College), government-sponsored organizations, and university-based organizations, among others. As of 1994, the Facility will update the EDO tapes biannually to provide users with more timely access to the new materials on file.

User Services

ERIC is committed to providing easy access to resources to anyone who is interested in education. Toll-free telephone numbers and e-mail addresses are now available for every ERIC Clearinghouse, as well as for the ERIC Processing and Reference Facility, the ERIC Document Reproduction Service, and ACCESS ERIC.

The ERIC system responds to user requests by providing answers to queries; by sending materials such as Digests, newsletters, and bibliographies to users; by searching the ERIC database or the reference and referral databases produced by ACCESS ERIC; and by referring inquirers to other education-related organizations. Requests are received and answered via phone, fax, mail, e-mail, and visits to clearinghouses and ERIC exhibits at conferences.

As a result of outreach efforts and the expansion of ERIC services and accessibility, the number of people accessing the ERIC system continues to grow. In 1993, ERIC components answered more than 120,000 requests for information. Requests in 1994 are expected to exceed 175,000, due largely to increasing numbers of electronic queries. Exhibit 8 shows the methods used to contact the ERIC components.

ERIC users are teachers, teacher educators, education researchers, students, parents, government agency staff, journalists, and others who are interested in education issues. Exhibit 9 (page 30) illustrates the types of users who contact ERIC components, but is primarily indicative of the users who call, write, or visit. ERIC staff report that a large percentage of e-mail requests are from classroom teachers and parents who discover ERIC on the Internet or a commercial network.

Exhibit 8

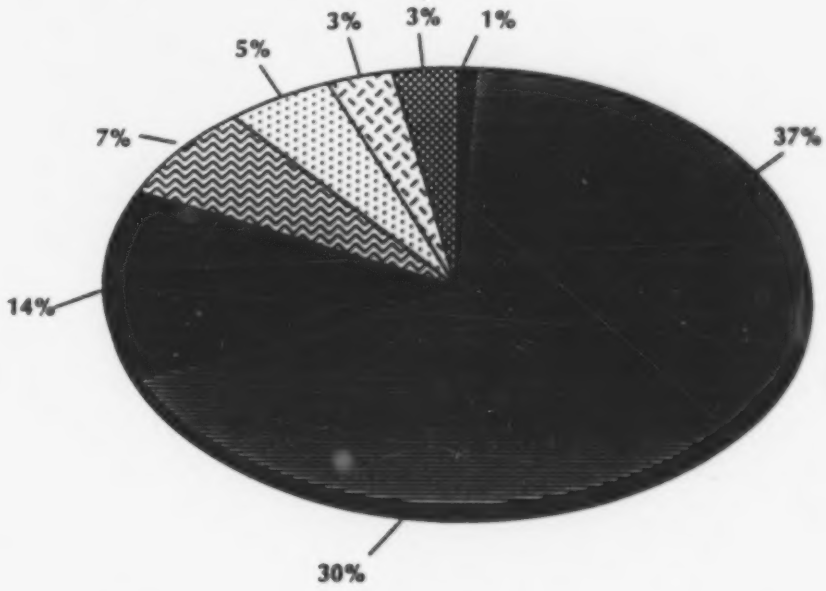
How Users Contact ERIC Components

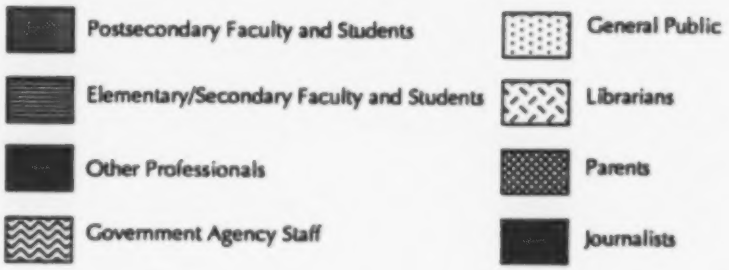
	1991	1992	1993
Letters	64%	56%	46%
Phone	28%	33%	28%
Electronic	1%	4%	19%
Visits	7%	7%	7%

Exhibit 9

Types of Users Who Contact ERIC Components, 1990–1993

ERIC Clearinghouses and support components keep records of the types of users who contact them for information. The chart below shows the relative percentages of several types of users; however, it is important to note that these statistics are based primarily on users who call, write, or visit. Data are not available on the thousands of users who send e-mail requests, visit ERIC exhibits at conferences, search the print indexes or ERIC database, or access ERIC information on computer networks.





Total=approximately 493,000

Outreach and Promotion

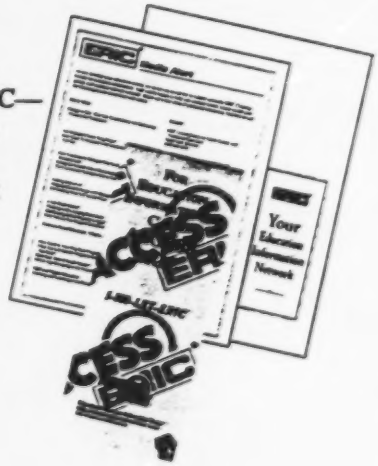
Outreach activities, which are intended to attract new users to ERIC and update experienced users on the latest ERIC products and services, have always been a function of the ERIC components; in fact, ACCESS ERIC was created specifically for the purpose of outreach.

ERIC outreach efforts have included exhibits and presentations at education-related conferences, promotional mailings to a wide range of audiences, partnerships with organizations that promote ERIC to their constituents, and placement of articles and announcements in relevant publications. Exhibit 10 (page 32) is a partial list of sources of ERIC information as reported by ACCESS ERIC users in 1993. A particularly noteworthy year, 1993 saw the development of a number of innovative and productive outreach efforts.

Electronic Outreach

Unquestionably, the most dramatic new outreach activities have resulted from the expansion of electronic access to ERIC resources through the Internet and commercial networks. Thousands of teachers, parents, and other potential users have discovered ERIC when connecting to state or regional networks or when browsing through services such as America Online. Individuals can now access the database and a wide array of ERIC resources directly from their personal computers. They can find ERIC Digests Online through several Internet locations, obtain other full-text information through the gopher sites, and send e-mail questions to the AskERIC electronic mailbox. (For more information, see pages 13–19.)

ERIC Press Kit



To broaden awareness and encourage use of the ERIC System, ACCESS ERIC—in cooperation with the ERIC Public Information Task Force—developed the first systemwide ERIC press kit. Three hundred copies of the press kit were disseminated to education, library, and general media members. The press kit included the following items:

- "Searching Cyberspace for ERIC"—an article written specifically for the press kit that highlighted the dramatic increases in accessibility to ERIC created by electronic networks.
- "ERIC Media Alert"—a list of education story ideas with referrals to the appropriate ERIC Clearinghouses for more information.

Exhibit 10

Outreach Works! Where Users Heard About ERIC

Users who contact ACCESS ERIC for information are asked where they heard about ERIC products and services. Here are some of the sources reported by users over the past year.

Adult Colleagues (Illinois Adult Education Association)
Adult Learning and Literacy
AIM Newsletter
AIME Newsletter (Association of Indiana Media Educators)
ALLPIE Newsletter
America Online
American Association of Community Colleges newsletter
American Libraries
The Arithmetic Teacher (National Council of Teachers of Mathematics)
Assignment: Discovery (The Discovery Channel)
Better Teaching
Cable Vision
Children's Literature
Chips, Quick Connect, and *GlicheKickers* (Macintosh user groups)
Cleveland Free-Net
CompuServe
Curriculum and Instruction: Options for Chapter 1
Education Daily
Education Forward (Wisconsin Department of Education)
Education Grants Alert
Education Net
Education Week
Education Writers Association newsletter
Educational Oasis
Educator's Guide to Free Home Economics and Consumer Education Materials
Electronic Learning Magazine
Emergency Librarian
ERIC Clearinghouse on Assessment and Evaluation gopher site
ERIC/CRESS Bulletin
ERIC/IR Newsletter
Flyer created and distributed by a middle school in Fairfield, VA
Free Materials for Schools and Libraries
Free Things and Almost Free Things for Teachers
Guide to Free Computer Materials
Illinois Principals Association newsletter
Information Power
Information USA
Learning Magazine
Mac Home Journal
Mac User Magazine
Mainstream Newsletter
Minneapolis Area Community Tribal Schools newsletter
NAPE Bulletin
National Association for Industry-Education Cooperation newsletter
National Association of Secondary School Principals newsletter
NCLE Newsletter
Negotiating the Special Education Maze
OERI Bulletin
Office of Correctional Education newsletter
Online Access
Options in Learning
PTA Today
Partners in Education
Project Update
Quick Connect (Apple Computer)
The School Librarian's Workshop
School Library Media Quarterly
Science and Children
T–3: Television, Technology, & Teaching
TEACHING Exceptional Children
TENET
Tests Update
The Update (Baltimore Teachers Union)
Vertical File Index
Weekly Reader Teachers Guide
Whole Language
Wilson Library Bulletin
The Written Word

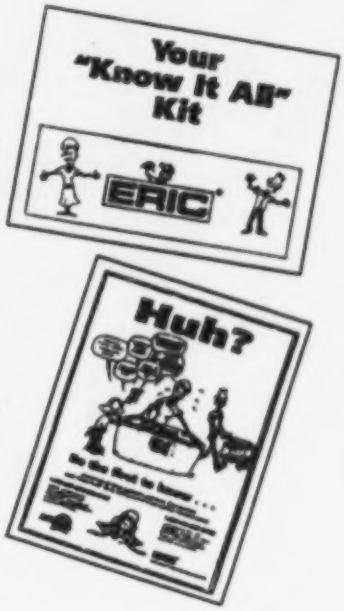
- "ERIC Network Components"—Ready Reference #6, which lists all components, including clearinghouses and their scope descriptions.

- "ERIC Facts and Figures"—a flyer answering questions about ERIC using statistical information on the database size, the number of users served, and outreach efforts.

- "For Education Information . . . Call ACCESS ERIC"—a brochure describing ACCESS ERIC services and publications.

The press kit generated a great deal of interest in ERIC's new electronic initiatives; in fact, within a few days of the mailing, ACCESS ERIC received calls from *The New York Times* and *Parents Magazine* requesting additional information.

"Know It All" Campaign



In the fall of 1993, ACCESS ERIC and the ERIC Document Reproduction Service (EDRS) launched a promotional campaign to inform librarians and other information providers of the latest developments within the ERIC system. The campaign was introduced to the public through a full-page advertisement, which ran in the December 1993 issue of *American Libraries* journal. The advertisement offered to send a free "Know It All" kit to anyone who contacted either ACCESS ERIC or EDRS on their toll-free telephone lines.

The brightly colored "Know It All" kit contained an EDRS brochure and nine reproducible information sheets that provided, among others things, toll-free phone numbers for the ERIC Clearinghouses, ways to access ERIC with a personal computer and a modem, and a description of the AskERIC service. Information on various print, microfiche, and videotape products that librarians could order for training or reference was also included. EDRS printed 5,000 "Know It All" kits; the kits were sent to callers who had seen the ad and were distributed by ERIC components at outreach events.

ERIC Document Reproduction Service Marketing Success

Despite cutbacks in library budgets, the ERIC Document Reproduction Service (EDRS) has experienced success in marketing campaigns to both traditional and nontraditional ERIC customers. Recent marketing has focused on large universities, institutions of higher education offering education degrees, former standing order customers, community colleges, Canadian school districts, and teacher resource centers. As a result of these campaigns, EDRS succeeded in increasing the number of standing order customers for ERIC microfiche from 906 at the end of 1992 to an all-time high of 942 in 1994. (See ERIC Microfiche Collections, Exhibit 11, page 34.) Sales of subject-specific microfiche collections from the individual clearinghouses, which appeal to institutions with smaller budgets, increased 26 percent in the past year.

ERIC Video

ERIC: In Action, a video produced in 1993 by the ERIC Clearinghouse on Information & Technology, offers viewers a broad perspective on ERIC as the premier source of education information. The 15-minute video introduces electronic access to the AskERIC service and covers four major topics: basic structure, major benefits, key index features, and options for locating materials. The video was created for use by teacher educators, librarians, and other individuals who want to introduce new users to ERIC.

ERIC Curriculum Package

Your Guide to ERIC is a new curriculum package designed for ERIC users and trainers. Developed by the ERIC Clearinghouse on Adult, Career, and Vocational Education, the guide provides professionals and first-time users with the information they need to get the most out of the ERIC database and system. The guide includes an introduction to the ERIC system, explains how and why people use ERIC, and offers strategies for searching ERIC and accessing ERIC products and services.

Exhibit 11

ERIC Microfiche Collections *(Geographic Distribution–U.S.)*

July 31, 1994 – 942 Customers

International Activity

International ERIC

In October 1993, DIALOG Information Services announced a new CD-ROM product, International ERIC, that contains separate databases for the Australian Education Index (AEI), the British Education Index (BEI), and the Canadian Education Index (CEI). This product captures education literature from major English-speaking countries other than the United States, and is the first product to be produced by InterEd, a consortium comprised of ERIC, AEI, BEI, and CEI.

Highlights of Other International Activities

Two Digests by the ERIC Clearinghouse on Social Studies/Social Science Education were translated into Polish and distributed to 250 participants at The International Conference on Education for Democratic Citizenship at Jachranka, Poland, where Clearinghouse Director John Patrick presented a lecture on civic education.

The Adjunct ERIC Clearinghouse for U.S.–Japan Studies received funding for the fourth consecutive year from the U.S.–Japan Foundation and the Center for Global Partnership.

Philip Piele, Director of the ERIC Clearinghouse on Educational Management, was a delegate at Intelevent '93, an invitation-only conference for senior management and government officials in the world telecommunications industry that was held in Amsterdam, Netherlands. He is compiling the proceedings of Intelevent '93 for distribution to attendees throughout the world.

A substantial number of references from the ERIC database are being included in the International Bibliographic Database on Higher Education (HEDBIB). HEDBIB is now one of 15 databases included on a CD-ROM produced by UNESCO. In the fall of 1993, Bob Stonehill (OERI/ERIC), Ted Brandhorst (ERIC Processing and Reference Facility), and Jonathan Fife (ERIC Clearinghouse on Higher Education) attended a planning meeting for HEDBIB at UNESCO.

The ERIC Clearinghouse on Counseling and Student Services expanded its collaboration with professional counseling associations in Canada by participating in the planning and development of a national conference titled, *What Works? A Showcase of Successful Programs Bridging Education and Employment.*

The ERIC Clearinghouse on Urban Education provided training on the use of OERI/ERIC Internet resources to representatives from Ukraine, Romania, and Hungary. The participants, who represented regional foundations established by the Soros Foundation, were attending a conference on educational research in Eastern Europe.

Arthur Cohen, Director of the ERIC Clearinghouse on Community Colleges, addressed a delegation of 25 Japanese educators on the subject of community colleges and the ERIC Clearinghouse. Several members of the delegation also participated in a tour of the Clearinghouse.

Reading Activities for Secondary School Students, a book by John Shefelbein published by the ERIC Clearinghouse on Reading, English, and Communication, was translated into Hebrew by the Israeli Ministry of Education and distributed to 100,000 families in Israel.

In the past year, ERIC Clearinghouses hosted visitors from many foreign countries, including Mauritius, Japan, Nigeria, Columbia, Hungary, South Africa, India, China, Taiwan, Canada, Chile, Germany, Singapore, Italy, Australia, Macedonia, and France.

International standing order customers for ERIC microfiche now number 115. Some of the newest customers are: the University of Qatar, Qatar; the Merkezi Library, Ankara, Turkey; the Ministry of Education and Culture, Namibia; and the University of Malaya, Malaysia.

Partnerships

ERIC has always sought to build dynamic, mutually beneficial partnerships with institutions and organizations involved in collecting and disseminating information to the education community. These institutions include, but are not limited to, associations, government agencies, universities, research firms, private corporations, and libraries.

The ERIC Clearinghouses and ACCESS ERIC have established more than 400 partnerships to facilitate the exchange of information between ERIC and its audience. Partner organizations have agreed to promote ERIC, disseminate ERIC information through newsletters and journals, enhance the ERIC database through the addition of documents, and encourage joint projects such as workshops and conferences. In turn, these organizations enjoy special benefits from their ERIC partners, such as VIP handling of their information requests, free or discounted ERIC publications, advance notice of materials distributed by the ERIC system, and technical assistance and support.

The ERIC system as a whole has benefitted from partnerships with the private sector as indicated in the ERIC at-a-Glance chart (Exhibit 1). These corporate partners have provided online and CD-ROM access to the ERIC database, document and article delivery services, publishing, and access to other ERIC information resources. For example, The Oryx Press has, for almost 16 years, edited all of the resumes in *Current Index to Journals in Education* and prepared a tape of the edited material, which is sent to the ERIC Facility. Oryx has built detailed computer verification programs to ensure consistency and correctness of all machine-verifiable information, and Oryx editors contact ERIC staff regularly to ensure quality control. In addition, private partners such as the Ford Foundation, the Educational Testing Service, and the American Bar Association have funded Adjunct ERIC Clearinghouses. International partnerships, including ERIC's ongoing relationship with the International Bibliographic Database on Higher Education, are also being expanded.

In the past year, ERIC has received several significant private/corporate contributions to support technological advances, including the following:

- A WorkGroup Server 80 was donated by Apple Computer, Inc., to the ERIC Clearinghouse on Elementary and Early Childhood Education. The Clearinghouse will use the server to house the National Parent Information Network and to support other Internet activities pertaining to young children.

- Information retrieval software was donated by Personal Librarian for use by the ERIC Clearinghouse on Information & Technology in developing user-friendly access to the ERIC database for Internet users.

- Software and hardware contributions were made by Sun Microsystems Computer Corporation's Academic Equipment Grant Program to support the AskERIC service.

- Consulting, hardware, and disk space contributions were made by the Northeast Parallel Architectures Center to enhance the AskERIC service and develop a full-text database of ERIC documents accessible on the Internet.

- A Sun Sparkstation 20 and STAR database management system software were donated by Computer Sciences Corporation, host contractor for the ERIC Processing and Reference Facility, to support the upgrade of the ERIC database.

ERIC will continue to seek creative new relationships with entities that can offer resources to strengthen ERIC and help ERIC serve existing and potential new users.